GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:5101
ANSWERED ON:27.08.2001
NON-AVAILABILITY OF STANDARD SOFTWARE
RATILAL KALIDAS VARMA

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether accurate billing is not being done by the Bharat Sanchar Nigam Limited (BSNL) due to non-availability of standard software;

(b) if so, the details thereof; and

(c) the steps being taken by the BSNL to provide accurate bills to the subscribers?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) No, Sir.

(b) Does not arise in view of (a) above.

(c) Accuracy of billing depends upon a number of factors, of which, a standard software is just one. BSNL is using standard package, which has been standardized after thorough evaluation and testing. It is working in majority of the Secondary Switching areas (SSAs). The advance integrated customer care and billing package has also been standardized.

Other steps taken by the BSNL to provide accurate bills to the subscribers include integration of commercial and billing package, introduction of standardized billing and accounting software in remaining SSAs, tightening of norms relating to billing complaints, monitoring of complaint cases and improvement in the existing software.